

February at a Glance:

Fixed Route:

Passenger Total: 280,885
Compared to Feb. 04: 288,026

Revenue Miles: **76,294**
Compared to Feb. 04: 72,668

Revenue Hours: **8872.25**
Compared to Feb. 04: 7653.25

BT Access:

Total Passenger Trips: **953**
Compared to Feb. 04: 880

Total Passenger Served: **63**
Compared to Feb. 04: 53

Maintenance:

2 State Inspections Performed

7 Scheduled and 61 Non-schedule Maintenance Activities Performed

8 Preventative Maintenance Activities Performed

4 Road calls

Operations:

7 Operator received their CDL.

Safety meetings were held on February 17 and 20. An accident review was held at each of these meetings.

BT made it safely through two snowstorms this month. Snow teams of Operations personnel worked hard clearing bus stop loading areas of ice and snow.

Two new dispatchers were hired this month, Lorraine Chinnery and Mike Fitton.



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TOTAL PASSENGERS- FIXED ROUTE & DEMAND

	FIXED ROUTE			BT ACCESS	
	TOTAL PASSENGERS	REVENUE MILES	REVENUE HOURS	TOTAL TRIPS	TOTAL PASSENGERS
Feb. '05	280,885	76,294	8872.25	953	63
Feb. '04	288,026	72,668	7653.25	880	53
% ▲	-2%	5%	16%	8%	19%

Total passengers on fixed route service decreased Feb. '05 vs. Feb. '04 by -2% or (7,141) total passengers. The decrease in total passengers was influenced by Leap Year, with one less day in Feb. '05.

Both revenue hours and miles increased Feb. '05 vs. Feb. '04. The addition of basketball shuttles for both Men's and Women's home games contributed to the increases in both areas.

- The shuttles ran two routes that began two hours before game time and one hour after game.

OUR OPERATIONAL PRIORITIES

On the back of every Blacksburg Transit vehicle there is a sticker with our logo and our operational priorities: **Safety, Courtesy, and the Schedule**. Over the past 24 years Blacksburg Transit has made great strides in these three areas; however as in any service provided for the public, constant improvement is necessary. Recapped below are significant developments in all three areas:

SAFETY is our number one operational priority at BT and a key initiative was introduced in this area during the month of February.

The Smith System is a driver training technique that stresses safety by building a "space cushion" around the vehicle. It is used by many well-known organizations such as the US Postal Service, UPS, Roadway, and Johnson & Johnson. Organizations using the Smith System report as much as a 50% reduction in their accident rates and a 10%-12% reduction in fuel costs. Instructors began introducing the Smith System safety program to all operators in February. In addition all operators who had preventable accidents in the past year were required to attend a re-training class featuring the Smith System Safety principles

COURTESY, our second priority, includes *any* customer contact either in person or via email/phone. During the month of February we received over (415) customer contacts via phone and email. These contacts cover a wide range of requests and feedback including: requests for route changes, requests for route/schedule information, complaints, compliments, lost and found etc. During February we began working on a standardized *system wide* procedure for fielding, investigating and responding to customer related issues. The first phase of this standard operating procedure (SOP) will be introduced to all BT personnel with appropriate training in the near future.

THE SCHEDULE is the backbone of any transit system and there are many developments in this area including:

- During February consultants began the first phase of the Comprehensive Operational Analysis (COA), which will provide a snapshot of our routes/schedules compared to other similar transit systems in the nation. The COA and the information gathered in this process will lead to the development of a Transit Development Plan (TDP) which will serve as a planning tool for the next 15-20 years.
- Vendor selection with hardware and software presentations were conducted in February for the Automatic Vehicle Location (AVL) system. This system includes a Mobile Data Terminal (MDT) on board every bus that will capture and record passenger counts based on fare type and boarding location. In addition an Automatic Passenger Counter (APC) will record how many passengers board and alight at every stop. This data will then be transmitted back to BT for use in system reporting and analysis. Real-time data on BT's system route/schedule can then be transmitted to our customers via outlets such as Blacksburg Alert and the website.